

Customers can get quotes, book and track shipments, and manage their supply chains in a seamless digital flow on Panalpina's new portal. (Image by Panalpina)

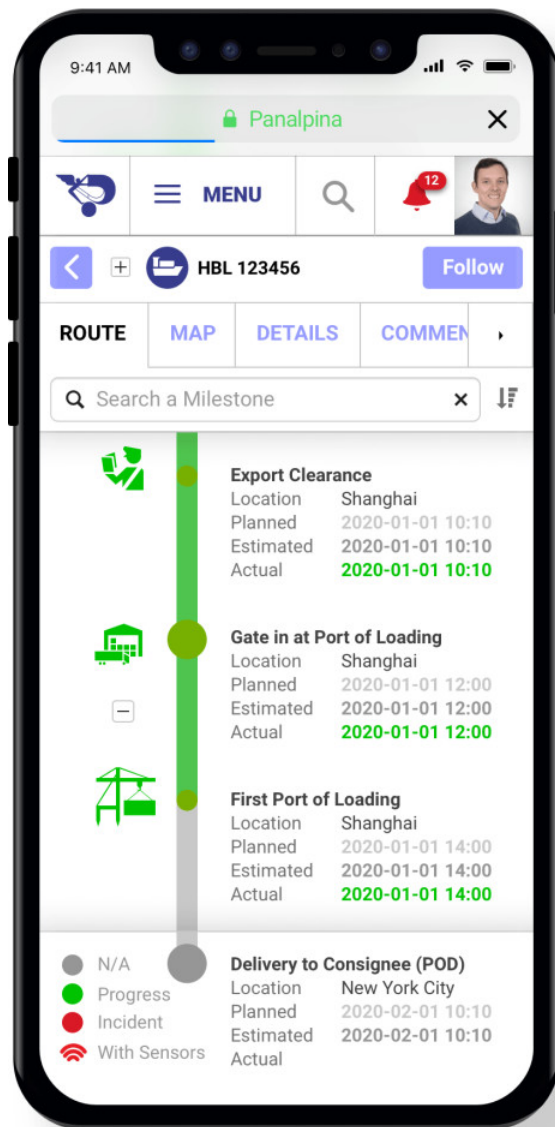
Feb 20, 2019 11:45 CET

Panalpina launches industry-leading customer portal

Panalpina announces the launch of its new state-of-the-art digital customer portal. The portal enables customers to benefit from a wide range of instant and real-time services. It is currently available to selected customers by invitation only and will be launched globally this summer.

Customers will be able to manage their entire supply chain end-to-end with all partners in one digital place. They can request an instant quote, as well as book and track their shipments in an intuitive, integrated and thus seamless flow. Self-service reporting will complement the user experience. As features are added, the portal will not only offer interaction capabilities with Panalpina's customers, but also suppliers, and enable:

- System-based procurement of services
- Web and electronic channels that offer Panalpina services and lead to contract closure
- Electronic channels to exchange service orders
- Applications supporting shipment execution and settlement process
- A wide range of integration, visibility and reporting services for suppliers and customers



“In the past two years, we have invested significant time and resources in developing different elements of the portal to establish the best digital experience for our customers. In particular, the quoting and shipment-visibility capabilities of the new portal are hitting the core of today’s demands,” comments Ralf Morawietz, CIO at Panalpina.

“Digitalization is the number one trend in logistics and our new customer portal is an industry game changer. Customers, partners and suppliers will increasingly expect to quote, buy, sell and deliver online using dedicated platforms and my priority is that Panalpina offers our customers an engaging, seamless digital experience,” says Stefan Karlen, Panalpina’s CEO.

“There is still significant paperwork coupled with inefficient processes in the industry,” Karlen adds. “With our customer portal, we are one step closer to creating a truly digital end-to-end enterprise which will enable us to drive down costs, shorten response time and offer multiple communication channels to our customers and trading partners.”

A sneak peek of the new customer portal can be found at <https://my.panalpina.com>.

About Panalpina

The Panalpina Group is one of the world's leading providers of supply chain solutions. The company combines its core products – Air Freight, Ocean Freight, and Logistics and Manufacturing – to deliver globally integrated, tailor-made end-to-end solutions for twelve core industries. Drawing on in-depth industry know-how and customized IT systems, Panalpina manages the needs of its customers' supply chains, no matter how demanding they might be. Energy and Project Solutions is a specialized service for the energy and capital projects sector. The Panalpina Group operates a global network with some 500 offices in around 70 countries, and it works with partner companies in another 100 countries. Panalpina employs approximately 14,000 people worldwide who deliver a comprehensive service to the highest quality standards – wherever and whenever.

Contacts



Maiken Riise Andersen

Press Contact

Head of Corporate Communication

Maiken.R.Andersen@dsv.com

+45 43 20 30 74



Christian Kroglund

Press Contact

Head of Corporate Marketing and Communication

christian.kroglund@dsv.com

+45 28 44 22 35